

10-POINT CHECKLIST FOR CHANGE

- Providing \$20 million more than the budget request to upgrade computer hardware to facilitate operation of the Veterans Benefits Management System (VBMS) paperless claims system;
- Providing the budgeted amount of \$90 million for overtime and an additional \$10 million for training of claims processors and resources to maintain office functions during periods of training;
- Requiring additional training for VA claims processors to expedite decisions on applications and improve the quality and accuracy of decisions about benefits. The bill also requires that VA conduct Quality Review audits in regional offices to assess the performance of claims processors and implement corrective measures when needed;
- Directing the VA to provide Quality Review Teams and audits at all Regional Offices to assess the performance of the claims processors;
- Directing the VA to create Centers of Excellence to handle the most complex claims;
- Mandating all health records be digitalized and mandating VA to work with DOD to accomplish this;
- Requiring VA to provide monthly progress reports to the Senate and House Appropriations Committees;
- Requiring the VA to submit quarterly reports on backlog reduction progress from regional offices and include corrective actions for poorly performing offices;
- Mandating smoother sharing of medical records between DOD and VA, and directing the VA Inspector General and DOD Inspector General to identify problems with the transmission of medical records and recommend solutions;
- Mandating additional personnel to expedite the appeals process and providing \$12.9 million to hire additional workers.